

# MONO LAW

## Complaints Handling Policy

### Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Principal and client care manager, Sarah Hussain, who will review your matter file and speak to the member of staff who acted for you.
3. Sarah Hussain will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 28 days of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the firm or an appropriate independent professional outside of the firm (such another local solicitor or mediator) to review the decision.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
6. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).